

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



Terrence W. Macy PhD
Commissioner

DDS Council Monthly Report October 2012

Meetings held and/or attended

- October 1th -South Assistant Regional Director
- October 2st -Department of Social Services, Long-Term Care Ombudsman's Office
- October 2RD -Quality Improvement Director
- October 3th -Audit Department
- October 4th -North, Assistant Regional Director
- October 8rd -Central Office Legal Department
- October 12th -Commission on Human Rights and Opportunities
- October 11th -IFS North Region
- October 12TH -North Region, Case Manager Supervisor
- October 15th -West, Assistant Regional Director
- October 15TH -South,, Case Manager Supervisor
- October 16th -North Region, Regional Director
- October 16th -Gov.'s Coalition for Youth with Disabilities
- October 18th -Central Office Legal
- October 19th -Quality Improvement Director
- October 19th -South, Regional Director
- October 20nd -South, Assistant Regional Director
- October 20th -Central Office Legal
- October 22th -Quality Improvement Director
- October 26TH -Bureau of Rehabilitation Services
- October 29th -West Assistant Regional Director

Concerns \ Issues

- Daughter who lives out-of-state called and e-mailed me with concerns that her elderly mom needed additional assistance from DDS. Asked daughter if I could speak with mom since she is a legal Guardian.

Mom has been primary caretaker for over 45 years. She would like a few more hours of assistance per week and respite.

Contacted the region with mom's request for additional services. Region knows mom very well and told me that mom has been offered additional assistance before and has never followed through (individual has enough money in budget). Mom gave me approval to speak with daughter since she is a Judge Advocate in the Army and trusts her opinion above all else. Spoke with daughter who did not know that mom had been offered additional hours and/or even respite.

Like many mom's who have been primary caretaker until health, or other unexpected issues arise, has never followed through in using additional hours or respite. Mom tried respite once but only used one day.

Contacted sister and told her that if mom wanted the additional hours then the region was ready to provide them. Sister told me it would take a collective effort from both of us to convince mom this was in her son's best interest as well as herself to do so.

Had a long conversation with mom about respite and what the region could provide for her son. Mom stated that the additional hours in the morning were something she was willing to try.

Mom will try a weekend respite as well as additional hours. Region has spoken with mom and will keep me updated on any progress.

- Received a referral from the Department of Social Services Regional Long-Term Care Ombudsman.

Guardian has concerns, since she lives out-of-state, that she is not being updated on current health and behavioral issues in a timely fashion from provider. Guardian has many questions about who should be contacted when medical issues arise. Some of these issues include doctor's appointments, diagnoses, change in diagnosis, behavioral changes, names of doctors and second opinions.

Contacted region who stated that individual does not have a case manager because it is an IFS MR and not funded by DDS.

Although, Guardian should be receiving all medical information as well as reports on behaviors. Guardian is very concerned that individual does not attend all doctor's appointments because she (once she knows) refuses to attend by making excuses. Individual also refuses to keep up on hygiene and staff will allow and send individual to day program, sometimes in soiled clothing.

Individual's current medical condition has worsened and Guardian wants a second opinion. Told Guardian that she can request a second opinion.. The second diagnosis was different than the first and treatable. Guardian has been given access to a medical database that she can check on daily.

Guardian contacted Protection & Advocacy an abuse/neglect investigation has opened. Guardian is going to wait until investigation is completed before she decides whether to keep individual where she is and whether to keep or change doctors.

- Received call from a family member who is upset with auto response e-mails from eligibility unit. She has called three times and has yet to receive an application.

As Guardian she is worried that because he does not have an address, "he is basically homeless... living in stairwells... she is not being sent an application.

Called the eligibility unit they stated that they would be sending her out an application ASAP.

- Mom has placed several calls to region regarding timeframe for placement. Mom believes son's current behaviors are because placement into new residence is more than a month away.

Son had visited new placement and was ready to move until region needed to place an Emergency in his spot. Individual found out that this happened while listening to staff. Mom called office to tell me that this was unfair and he should've been the one to move since they had already built up his hopes.

Spoke to mom at length about the process for placement and Emergency placements. While she understood the process she still did not agree that it was fair or right. I told her that I understood however; at this point we just had to wait it out. I thanked her for her patience.

- Mom contacted office because she feels that school her son is attending is discriminating against her son. Individual has Down's syndrome & attends elementary school. He is the only person in the school with a disability and from what his mom told me, they do not have any special education teachers there.

Son does not want to come in from recess, so the next day the teacher did not allow him to go to recess as a "solution"! They told mom that she should withhold television viewing if this continues to happen. Mom did not believe that she should be the one to discipline him especially for something that she didn't think was a punishable act. The next time he refused, they withheld recess and made him sit facing the courtyard so he could watch the kids at recess. Mom called me frustrated that school was not acting responsibly in their actions and asked me what she should do. I told her I would be glad to call the school and tell them what they needed to do to get into compliance and more appropriately into the 21st century.

I explained the rights that her son had and that it was totally inappropriate for him to be punished. She stated that she would go to the school and if needed call me while she was there. She did not call me... She called me later to thank me for hopefully setting them straight.

Areas of Concern

○ Case Management -	8
○ Case Management Requests -	3
○ Day Program -	5
○ Eligibility -	4
○ Funding/Budget -	5
○ Guardianship -	6
○ Health & Safety -	4
○ HIPAA -	2
○ Information/Referral -	28
○ Placement -	4
○ Birth to 3-	1
○ School District services-	-
○ Autism-	2
○ ADA inquiries	(-) not counted

ISSUES/CONCERN TOTAL -71